

**LESSON PLAN FOR PHASE I**

**WEEK 1**

- 1 Limbo Day
- Observation Phone Console
- Review Reason Codes/FPD Beats
- Professional Orientation Communications Equipment
- Professional Orientation Departments Forms, Manuals w/SOP Manual, Supplemental Information
- Discuss Different Call Types/Appropriate line of questioning
- Computer Organization Input/Output
- Worksheet on Manuals (1-manual.doc)
- 3 Days Call Taking (Administrative Lines)

**WEEK 2**

- Continue Discussing Call Types/Appropriate line of questioning
- Discuss Call Prioritizing
- Review Communications Equipment and Usage
- Review Departments Manuals & SOP
- Computer Organization Input/Output
- Teletype Duties Related to Call Taking
- 4 Days Call Taking (Administrative Lines)
- Worksheets on Call Types 1-6 (1-calls.doc)
- Ride Along with Moorhead PD
- Start answering 911 calls

**WEEK 3**

- 4 Days Call Taking (Administrative Lines/9-1-1 Lines)
- View Video on Call Taking
- Computer Input/Output
- Discuss Multi-tasking
- Review previously covered material
- Teletype Duties - ND

**WEEK 4**

- 4 Days Call Taking (Administrative Lines/9-1-1 Lines)
- Computer Input/Output
- Review previously covered material
- Teletype Duties - MN
- Review material for Phase 1 Test

**WEEK 5**

- 4 Days Call Taking (Administrative Lines/9-1-1 Lines)
- Computer Input/Output
- Teletype Duties
- Review for Phase 1 Test
- Phase 1 Test \*\* all worksheets should be completed by test date\*\*